

ODP # 0-779

9 JUN 1980

MEMORANDUM FOR: Director of Data Processing

FROM: STATINTL [REDACTED]
Chief, Information Services Staff

SUBJECT: Forms Management and the Xerox 9700

1. This memorandum is in response to your question: Is it still necessary or even possible to exercise administrative control over forms design and printing in our present environment given the existence of machines like the Xerox 9700 with easy-to-use software packages and eventual on-line user access that would make the job of forms design and printing a relatively uncomplicated task?

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2. The authority to conduct a forms management program in the Agency is derived from HR [REDACTED]. In summary, it says that officials authorized to requisition printing and reproduction services will, when applicable, obtain prior approval for forms from the CIA Records Management Officer. This regulation was written to comply with the Federal Property Management Regulations (FPMR), Chapter 101 (11.208-1, 11.208-2, 11.208-3, 11.208-4, 26.302). These Regulations are quite specific with regard to program requirements and implementation and require us to have a forms control system. Their basic purpose is to increase the usefulness of forms through proper design and procedures to reduce the costs of filling in, using, and filing forms, and to achieve savings in designing, printing, storing, and distributing forms. At a time when such emphasis is being placed on the reduction of paperwork, a strong forms management program seems more important than ever before.

3. While it is obvious that we have no choice regarding the need to control forms creation, we can rethink the question of how to exercise such control. To a large degree, control over unauthorized production of forms depends on the cooperation of employees. In many cases, we rely on the customer to seek advice and help. The key to the success of the present program is that Printing and Photography Division will only print forms that have been approved by the forms manager. Although many people create and use forms that have not gone through the approval cycle, they generally are not of good quality or widely circulated. The fact that such bootleg forms exist is not a serious problem and has attracted little attention in the past. This was possibly due to the low quality, low volume, and the difficulty involved in creating such forms.

4. The problem we face is that the Xerox 9700 can provide high print quality, which gives the form an official appearance and large volumes that are relatively inexpensive. To prevent users from creating forms with this new tool would not be wise or easy, but the need for an effective forms management program is valid.

5. I recommend that ODP publish a tech note concerning the Xerox 9700 and its use. The note should contain the following type of statement, "Users producing forms that will be used to gather data or information must submit these forms through the component RMO to the Agency Forms Management Officer for approval. The Agency forms manager will have access, on request, to all Xerox 9700 forms to ensure user compliance with Agency regulations." This procedure would allow us to demonstrate our compliance with the regulations and that we have a viable forms management program. The Xerox 9700 statistical package and the simplicity of generating samples of internally stored forms should minimize the burden of ODP to supply the forms manager with information.

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6. The ISS contact is [REDACTED] He is in charge of the ISS forms management program and would welcome the opportunity to discuss this matter with the appropriate ODP representative.

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